Seasonal Visitor Services Staff

Tower Hill Botanic Garden, PO Box 598, Boylston MA 01505 508-869-6111

<table>
<thead>
<tr>
<th>Direct Manager:</th>
<th>Visitor Services Manager</th>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>Visitor Services</td>
</tr>
<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Salary or Rate Range:</td>
<td>$17.00/hour</td>
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Tower Hill Botanic Garden believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. Tower Hill is an equal opportunity employer.

Position Overview
Seasonal Visitor Services Staff are a group of staff that help facilitate large events, like special event weekends and evening light shows. Duties range from directing visitors to checking in ticket holders to membership sales. All new employees will receive training in customer service skills and, as needed, the software used to sell tickets and memberships, along with the general software for internal messaging.

Schedule
The Seasonal Visitor Services Staff position is seasonal, hourly, and non-exempt from overtime. They may work 3 to 30 or more hours per week, but only for a few weeks of the year. Shifts are usually 3-6 hours long.

Examples of potential shifts for 2021 include:
- Autumn Illuminated: Thursday – Sunday evenings September 30 – October 31,
- Night Lights: Every evening November 26 – December 30,
- Fill-in daytime shifts for Visitor Services Associates needing coverage.

Responsibilities
- Providing a professional, inclusive welcome for all visitors, setting the stage for an enjoyable experience at Tower Hill.
- Providing general information for visitors such as suggested routes through the gardens or displays and where to find visitor facilities such as restrooms and food service.
- Greeting all visitors as they enter the property and either selling admissions through our on-site point of sale system or checking-in pre-sold admissions through our online ticket reservation system. For events such as Autumn Illuminated and Night Lights, we expect that all evenings will be sold out in advance and only check in will be required.
- Have basic familiarity with our membership levels and their associated benefits and be able to sell or renew memberships in our point-of-sale system.

Rev 09/2021
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Supervision
Each shift will be supervised by a Manager on Duty and work alongside other seasonal staff as well as regular, year-round Tower Hill employees.

Experience and General Requirements
- Must be at least 16 years old, those age 16-17 need to obtain and provide a work permit before beginning work.
- Must have previous customer service experience or the interest in learning new skills.
- Experience working with the public a plus.
- Must come prepared for being outside in the elements for duration of shift; including cold, hot, snowy or rainy weather, depending on your role. This includes appropriate footwear and clothing.
- Must be able to work independently or as a member of a team.
- Must have reliable transportation to Tower Hill.

Physical Demands / Working Conditions:
- Must be able to work outdoors for entire shift in all seasonal extremes, as necessary.
- Must be able to kneel, stand, and walk for extended periods of time and to navigate uneven grounds and stairs easily.
- Must be able to work with appropriate computer and communications equipment.

*Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.*

All Tower Hill employees must be fully vaccinated by October 1, or be approved to not be vaccinated for medical or religious reasons and be tested weekly.